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*File 610: contains data from 3/99 forward.
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  File 613:PR Newswire 1999-2012/Jan 30
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  File 624:McGraw-Hill Publications 1985-2012/Jan 27
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  File 634:San Jose Mercury  Jun 1985-2012/Jan 27
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  File 636:Gale Group Newsletter DB(TM) 1987-2012/Jan 25
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  File 813:PR Newswire 1987-1999/Apr 30
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  File 474:New York Times Abs 1969-2012/Jan 29
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  File 475:Wall Street Journal Abs 1973-2011/Feb 14
         (c) 2011 The New York Times
*File 475: This file no longer updates. Please see
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  File 583:Gale Group Globalbase(TM) 1986-2002/Dec 13
         (c) 2002 Gale/Cengage
*File 583: This file is no longer updating as of 12-13-2002.

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Year: 1981
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Source: Volume 4204B of Dissertations Abstracts International.
PAGE 1513 . 188 PAGES
Author: DREW , JAMES HOWARD


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02713155   533653461
A STUDY IN BUSINESS-TO-BUSINESS COMPLAINING BEHAVIOR: YELLOW PAGES ADVERTISERS

Drew, James H; Mani, D R; Datta, Piew; Howard, Jeffrey; Griffin, Shad
Journal of Consumer Satisfaction, Dissatisfaction & Complaining Behavior   v16 pp: 1-9
2003
ISSN: 0899-8620 **Journal Code:** CSDC
Word Count: 3433
Drew , James H...

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02302236   67968701
Targeting customers with statistical and data-mining techniques

Drew, James H; Mani, D R; Betz, Andrew L; Datta, Piew
Journal of Service Research : Jsr   v3n3 pp: 205-219
Feb 2001
ISSN: 1094-6705 **Journal Code:** SRES
Word Count: 8388
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Becoming partners with internal customers

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Quality Progress v29n10 pp: 51-54
Oct 1996
ISSN: 0033-524X **Journal Code:** QPR
Word Count: 2499
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A Multistage Model of Customers' Assessments of Service Quality and Value

Bolton, Ruth N.; Drew, James H.
Journal of Consumer Research   v17n4 pp: 375-384
Mar 1991
ISSN: 0093-5301 **Journal Code:** JCR
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A Longitudinal Analysis of the Impact of Service Changes on Customer Attitudes

Bolton, Ruth N.; Drew, James H.
Journal of Marketing   v55n1 pp: 1-9
Jan 1991
ISSN: 0022-2429 **Journal Code**: JMK
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1444332 **H.W. Wilson Record Number**: BAST96064358
Becoming partners with internal customers

Drew, James H ; Fussell, Tye R
Quality Progress v. 29 (Oct. '96) p. 51-4
Document Type: Feature Article **ISSN**: 0033-524X
Drew , James H

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Modern data analysis [book review]

Hamilton, Lawrence C ; Drew, James H reviewer
Technometrics v. 33 (Nov. '91) p. 487-8
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